

## 2.3 WAITLIST POLICY

### Overview

The Burnaby Association for Community Inclusion (BACI) believes in fair and prompt access to services for all individuals supported. Families, infants, children, youth and adults have the right to access services that meet their needs. At times, services may not be available because the service capacity is full.

BACI remains committed to individuals and recognizes their need for service. In order to maintain the relationship with the person and fair access to services when they become available, each program or service maintains and manages a waitlist and the identified procedures.

If a person meets the access to service guidelines (see 2.2 Access to Service Policy), but is unable to access services due to capacity, the individual is placed on the program or service's waitlist or referred back to the funder.

Each program has a different procedure for managing the waitlist. Factors that may be considered, but not limited to, when making decisions related to managing a program waitlist include:

- Eligibility of the person/family seeking service.
- Suitability of the service to meet the needs of the person/family seeking service.
- Access to Service guidelines.
- Need and/or urgency of the person/family seeking service.
- Funding/resources.
- Amount of time on the waitlist.

### Adult & Youth Services – Including Life Sharing Services

An agreement exists between BACI and the funding source that the waitlist for services is mainly managed by the funding source. However, BACI provides ongoing input and is involved in the decisions regarding the waitlist for Adult & Youth Services.

### Children's Services

Each child care centre maintains and manages individual waitlists. The waitlist procedures are outlined in the Children's Family Handbook and Procedure Manual.

If a parent or family member does not agree with a decision related to the waitlist, they will be referred to the BACI 1.4 Conflict Resolution Policy. If the family member believes they cannot access services for reasons other than the waitlist procedures and priority, the person will be referred to the BACI 2.2 Access to Service Policy.

### **Infant Development Program**

The Burnaby Infant Development Program (IDP) maintains and manages a waitlist for families with infants who meet the eligibility criteria and cannot obtain services due to program capacity.

Each family faces unique circumstances and therefore families may be prioritized on the case load due to the degree and urgency of service needed. The Program Manager is responsible for placing families on the waitlist and maintaining it. The Program Manager is also responsible for prioritizing services based on procedures established for waitlist priority.

In the event a family is placed on a waitlist and they do not agree with a decision related to that waitlist, they would be referred to the BACI 1.4 Conflict Resolution Policy. If the family member believes they cannot access services for reasons other than the waitlist procedures and priority, the person will be referred to the BACI 2.2 Access to Service Policy.

### **Subsidized Housing**

A waitlist for each BACI subsidized housing complex is documented, maintained and managed at each site. The Affordable and Inclusive Housing Manager is responsible for maintaining and managing the waitlist at each BACI subsidized housing site. To ensure a fair and consistent selection process, the Affordable and Inclusive Housing Manager will base decisions regarding the waitlist on the subsidized housing procedures. There is no maximum number of applicants allowed on the subsidized housing waitlists.

### **Linking Policies:**

- 1.4 Conflict Resolution Policy
- 1.8 Code of Ethics
- 1.16 Disability Confidence Policy
- 2.1 Accessibility Policy
- 9.1 Rights & Responsibilities of People